

Marketplace Support

Be your own support specialist with support tools and help resources

Access to support tools

The screenshot shows the OverDrive Marketplace interface for a librarian. The navigation bar includes 'SHOP', 'INSIGHTS', 'ADMIN', 'CURATE', 'NEWS', 'INVOICING', 'SUPPORT', and 'FEATURED'. The 'SUPPORT' menu item is highlighted with a green circle. Below the navigation bar, the 'Support' page is displayed, with the main content area outlined in green. This area is divided into four sections:

- End-user support:** A table with five rows, each containing a button and a description:
 - MANAGE HOLDS:** Move or cancel a user's hold on a title.
 - RETURN TITLES:** Return a title from a user's account before the end of the lending period.
 - MERGE USER IDS:** Merge a user's original and new IDs.
 - SEARCH CHECKOUTS:** Search checkouts and reset a user's download link.
 - VIEW USER SUPPORT REQUESTS:** View requests your users have made with OverDrive Support.
- Help and resources:** A table with three rows, each containing a button and a description:
 - MARKETPLACE HELP:** Questions about Marketplace? Search our help system.
 - OVERDRIVE HELP:** Find answers to end-user questions about your OverDrive website, the OverDrive app, device compatibility, digital formats, and more.
 - OVERDRIVE RESOURCE CENTER:** Access marketing materials, staff training, collection development help, FAQs about OverDrive products and services, and more.
 - LIVE WEBINARS:** Register for live webinars about Marketplace and a variety of other
- Your Account Manager:** A section featuring a profile for Todd Warhola, a Content Specialist, with contact information and a quote: "I can help with any questions, requests, or feedback about your OverDrive service."
- Your Account Team:** A section featuring profiles for Jane Whitehurst (Content Specialist) and Matthew Jurns (Product Support Specialist), both with contact information.

Access to support tools

The screenshot shows the OverDrive Marketplace support page. The header includes the OverDrive Marketplace logo, a search bar, and navigation links like 'CARTS' and 'Create cart'. The main content is divided into two columns. The left column has 'End-user support' with buttons for 'MANAGE HOLDS', 'RETURN TITLES', 'MERGE USER IDS', 'SEARCH CHECKOUTS', and 'VIEW USER SUPPORT REQUESTS'. Below that is 'Help and resources' with buttons for 'MARKETPLACE HELP', 'OVERDRIVE HELP', 'OVERDRIVE RESOURCE CENTER', and 'LIVE WEBINARS'. The right column features 'Your Account Manager' with a profile for Todd Warhola and 'Your Account Team' with profiles for Jane Whitehurst and Matthew Jurns.

OverDrive Marketplace

OverDrive Librarian - Cuyahoga County Public Library (OH) Settings

Search OC/OU & MA by title, author, series, or publisher

Advanced search

CARTS No pinned carts Create cart

SHOP One Copy/One User & Metered Access

INSIGHTS ADMIN CURATE NEWS INVOICING SUPPORT FEATURED GET HELP

Support

End-user support

MANAGE HOLDS Move or cancel a user's hold on a title.

RETURN TITLES Return a title from a user's account before the end of the lending period.

MERGE USER IDS Merge a user's original and new IDs.

SEARCH CHECKOUTS Search checkouts and reset a user's download link.

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Help and resources

MARKETPLACE HELP Questions about Marketplace? Search our help system.

OVERDRIVE HELP Find answers to end-user questions about your OverDrive website, the OverDrive app, device compatibility, digital formats, and more.

OVERDRIVE RESOURCE CENTER Access marketing materials, staff training, collection development help, FAQs about OverDrive products and services, and more.

LIVE WEBINARS Register for live webinars about Marketplace and a variety of other

Your Account Manager

Todd Warhola
(216) 573-6886 x 1318
twarhola@overdrive.com

“ ”
I can help with any questions, requests, or feedback about your OverDrive service.

Your Account Team

We're also here to help with your digital collection. Contact us any time!

Jane Whitehurst
Content Specialist
(216) 573-6886 x 1316
jwhitehurst@overdrive.com

Matthew Jurns
Product Support Specialist
(216) 573-6886 x 1365
mjurns@overdrive.com

QUICKLY

EASILY

User Scenarios

Scenario 1

Ned calls the library asking for help. He **experienced an issue when claiming his hold** and sees he must wait another 6 months for his title!

MANAGE HOLDS



Search 🔍

Notifications: 1 of 1

October 21, 2020
Your hold on [The Gunslinger](#) expired. [Learn more here.](#) ✕
If you still want this title, place another hold.

Place a hold

Scenario 2

Ann checks out an ebook from your digital library website and **accidentally downloads the EPUB version** when she meant to send it to her Kindle. Now she is unable to open the title in her preferred reading method.

RETURN TITLES



Scenario 3

James **lost his library card**, so he's going to the library to get a new one. He wants to make sure his digital checkout of *PAW Patrol* remains in Libby for his daughter to enjoy.

MERGE USER IDs



Scenario 4

Lyn borrows a digital title but can't seem to find it on her **Shelf**. She asks the reference desk for help.

SEARCH CHECKOUTS



Scenario 5

Angela wants to **educate her library staff on top support cases** that are submitted through OverDrive.

**VIEW USER SUPPORT
REQUESTS**



Photo by Jacob Lund from Noun Project

OverDrive[®]

ebooks | audiobooks | video | magazines